

12/29/00

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE
 REQUEST FOR FILING APPLICATION Under Rule 53(a),(b)&(f)
 (No Filing Fee or Declaration); RULE 53(f) NO DECLARATION

PATENT
APPLICATION

Asst. Commissioner for Patents
 Washington, DC 20231
BOX PATENT APPLICATION

Atty. Dkt. 61473/0270159 NOR-11831 SS

Date: December 29, 2000

Sir:

1. This is a Request for filing a new utility PATENT APPLICATION entitled: "**Method and Apparatus for Providing User Specific Web-Based Help In a Distributed System Environment**" without a filing fee or Oath/Declaration but for which is enclosed the following:

2. 36 pages of specification including title page, claims and abstract;
3. 12 claims; and
4. Drawings: 13 sheets ; 8½x11 sized paper (Figs. 1-13)
5. Non-publication Request under Rule 213(a)
6. DOMESTIC/INTERNATIONAL priority is claimed under 35 USC 119(e)/120/365(c) based on the following provisional, nonprovisional and/or PCT international application(s):

| Application No. | Filing Date | Application No. | Filing Date |
|-----------------|---------------|-----------------|-------------|
| (1) 60/213,661 | June 23, 2000 | (2) | |

7. This application is made by the following named inventors:

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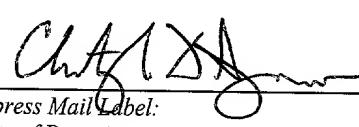
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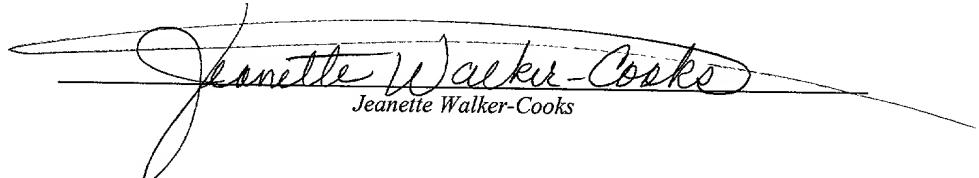
PILLSBURY MADISON & SUTRO LLP

By: Christopher D. Agnew, (Patent Agent), Reg. No. 43,464


 Express Mail Label:
 Date of Deposit:

EL 692379813 US
 December 29, 2000

I certify that this paper and listed enclosures are being deposited with the U.S. Post Office "Express Mail Post Office to Addressee" under 35 CFR 1.10 on the above date, addressed to Commissioner for Patents, Box Patent Application, Washington, D.C. 20231


 Jeanette Walker-Cooks